




Department of Energy
Washington, D. C. 20585

January 6, 2004

MEMORANDUM FOR: Program Office Resource Managers

FROM:

Howard G. Borgstrom 
Working Capital Fund Manager

SUBJECT:

December Working Capital Fund Billing

This memorandum transmits the December 2003, charges to your program for the Working Capital Fund. Billing for December was forwarded to the Chief Financial Officer for entering into DISCAS and in time for reporting in December financials.

The Fund Manager recently completed a new edition of the "Working Capital Fund Guide to Services, Policies, and Procedures" [BlueBook]. This edition updates all current WCF Pricing Policies and is directed to our customers and their needs when acquiring goods and services from Fund businesses. New businesses and business segments have been added to Procurement Services (formerly Contract Closeout), Corporate Training Services (formerly Online Learning), and the Project Management Career Development Program. We will no longer issue the BlueBook in hard copy; it is available to you at our website www.ma.mbe.doe.gov/wcf, including a printer friendly version.

Payments for FY 2004

Timely payments to the Fund are necessary for the various business lines to provide uninterrupted contractual support and to execute initial acquisition plans for goods and services within established procurement deadlines as well as to ensure payments are made to vendors within the guidelines of the Prompt Payment Act.

"Funds shall be (1) collected at the beginning of the fiscal year and (2) sufficient to cover estimated costs of providing the goods and services for the fiscal year. In situations where full funding is not appropriated; i.e., during the period of a continuing resolution, a pro rata share of the customer organization's advance payment shall be paid to the WCF until full funding becomes available." **CFO Guidance issued September 1998**, "Working Capital Fund, Administrative Control of Funds."

FY 2004/ 2005 Budget Guidance

By memo dated December 8, the Fund Manager revised guideline estimates for the FY 2005 Congressional Budget Requests, including updated estimates for FY 2004. The estimates provided are intended only as guidance based on patterns that have been identified by the Fund business line and financial staff. Since other factors may affect your consumption of WCF goods

and services, you may wish to adjust our estimates as necessary to account for planned changes in staffing, anticipated changes in usage, potential organizational realignments, and other factors.

In the FY 2005 estimates, actual FY 2003 charges were used as the basis for FY 2004 and FY 2005 in addition to changes in the counts of telephone and lan lines and other consumption specific factors. The budget is based on the pricing policies that are in effect for FY 2003 as documented in the December 2003 Guide to Services, Policies, and Procedures (“Blue Book”). The FY 2005 Congressional Budget Request guidance is available on our Web Page at www.ma.mbe.doe.gov/wcf

Cost and Payment Analysis

The following table is attached to assist you with your analysis of actual monthly WCF expenditures:

- | | |
|------------------|---|
| Table I | Summarizes costs for the current billing cycle only and provides separate columns for some business lines to distinguish between charges that are assessed monthly and those assessed annually or quarterly. |
| Table II | Shows the total to date of all costs billed for the current fiscal year, reflecting cumulative consumption through the current billing cycle. |
| Table III | Shows the most current projection of annual costs for each customer and business line. The enclosed version of Table III is from the December 8, 2003 budget guidance described above. |

The attached tables have been altered to accommodate the new business segments and subtotals for the realigned businesses. Desktop charges now follow Building Occupancy and the second page begins with Telephones as in the past. If you have any problem following the new table structure please call the contacts below for help.

December Charges Per Business Line

Supplies - The enclosed bill reflects actual usage of supplies for the month of December both as purchased through the various PAPERCLIPS Stores and as ordered through Requisition.

Mail Services - The enclosed bill includes charges for outgoing metered mail and special handling charges incurred during December.

Photocopying - This bill reflects charges for actual December usage only. Charges for the use of central copiers are not included in this bill. We intend to include these charges in next month’s bill. Per copy rates for central and staffed facilities are 2.8 cents per copy. Other charges remain unchanged from FY 2003; 1.5 cents for dedicated copies; 50.0 cents for color copies. This bill also include charges for digitalization services; rates are as follows: scan only - \$.20; scan and Optical Character Recognition (OCR) - \$.28; scan, OCR and microfilm - \$.35.

Printing and Graphics - The enclosed bill reflects charges for Printing jobs ordered and Federal Register notices published during December. It also includes charges for indirect

Graphics support at the rate of one-twelfth the annual assessment, based upon the pro-rata share of total service costs as determined by usage of such service in FY 2003.

Building Occupancy - This bill includes charges for non-standard space alterations, first quarter rent charges, utilities, office relocations, and other E&F services requisitioned and performed prior to December 25.

Desktop - The enclosed Desktop bill incorporates time and materials charges for service actually used during December in addition to charges for help desk services based on actual usage. Charges for subscription and warranty service are also included at the rate of one-twelfth the annual cost, where applicable.

Telephones - The December bill includes actual local and long distance charges for usage incurred during October. In addition, infrastructure charges, based upon the number of phone lines currently assigned to your organization, appear at the rate of one-twelfth the annual estimate. We have not billed cell phones and other items added by the Board because program customers have financed this activity outside the Fund and the business is drawing down these balances. When this customer financing expires the business will begin charging customers in the Fund. We expect this activity to begin within the next few months.

Network - December charges, based upon the number of LAN connections currently assigned to your organization, are included at the rate of one-twelfth the annual estimate. December charges for DOEnet are based on actual infrastructure costs at the respective sites.

Payroll Processing - December charges are based on the balance of the annual amount assessed to your organization, based upon actual on-board staffing at the beginning of FY 2004. The October and November charges were billed at the rate of 1/12 the annual amount due to the continuing resolution.

Corporate Human Resource Information System (CHRIS) – As with Payroll Processing, December charges are based on the balance of the annual amount assessed to your organization, based upon actual on-board staffing at the beginning of FY 2004.

Corporate Training Services (CTS) formerly, On-Line Learning Center (OLC) – The Board authorized a new business segment to finance professional skills development training (August 27, 2003); this new segment, Training Delivery & Services (TDS), has been merged with the On-Line Learning Center to create the CTS business line. The bill includes TDS costs for December. However, we have not forwarded these charges to DISCAS. During January we will determine how to avoid double billing activity that occurred during the first quarter of FY 2004.

Project Management Career Development Program (PMCDP) - The Board at its August 27th, meeting, authorized the creation of the Project Management Career Development Program, business line, in response to House Energy and Water Development report language for FY 2004. The October bill charged for infrastructure costs and one half of the variable costs for PMCDP. There are no additional charges in this bill. The PMCDP participation numbers will be updated by the time the April bill is

calculated. These charges are for you information only; they will not be processed in DISCAS until January.

WCF Information Sources, Working Capital Fund Web Page

You may obtain additional information regarding the WCF by visiting the Working Capital Fund Web Page. Information available on the Web Page includes:

- The Fifth edition of the WCF Guide to Services, Policies and Procedures;
- FY 2004/FY 2005 Budget Projections;
- The monthly summary billing tables (I-IV) with accompanying transmittal memo;
- Announcements of upcoming Board meetings and Board meeting minutes;
- Quarterly Financial Status Reviews;
- An explanatory Overview and historical background or the Fund.

The Web Page address is: <http://www.ma.mbe.doe.gov/wcf>

Please contact Michael Slie (6-5567) if you have questions or comments.

Billing Inquiries

To deal with specific billing issues, we recommend that you contact the following individuals:

BUSINESS LINE	BILLING CONTACT	TELEPHONE
Administrative Services: Building Occupancy Supplies Mail Printing and Graphics Copying	John Harrison	(202) 586-3611
Information Management: Telephones Desktop Services Networking	Ann Warnick	(301) 903-3056
Contract Closeout	Jeff Rubenstein	(202) 287-1516
Payroll Processing	George Tengan	(301) 903-5878
Corporate Training Services (CTS) On Line Learning Center (OLC) Training Delivery & Services (TDS)	Tanya Luckett	(202) 287-1655
Project Mgt. Dev. Program (PMCDP)	Wanda Chambers	(202) 586-8114
Billing Process and Policies	Bob Emond	(202) 586-2354

We recommend that you use e-mail to communicate your questions, because that permits better tracking of concerns both by you and by us.

Thank you for your cooperation.

Attachments

ATTACHMENT 1

ADDRESS LIST FOR WCF BILLING

BCA	Beryl Gilmore	D. Cavanagh
BPA	R. Seifert	S. Jones
CI	L. Brown	
CN	Z. Acree	S. Steffe
DR	L. Gasperow	C. Feldmeyer
EA	H. Kenchington	D. Gaines
ED	L. Rudnick	
EE	D. Smith	F. Glatstein
EH	R. Parham	T. McCarron
EIA	N. Burnette	
EM	J. Simpson	B. Heffernan
FE	C. Roy	G. Stern
GC	D. Bullington	
HG	R. Tedrow	P. Spencer
IG	J. Fonville-Noels	
IM	A. Warnick	S. Higgins
IN	L. Cain	
ME/AB/S	F. Feiner	
NA	S. Minnick	J. Trainor
NE	N. Miller	L. Soo Hoo
NR	R. Arnwine	
OA	L. Gasperow	C. Feldmeyer
PA	L. Brown	
PML	M. Livingston	G. Herrera
PI	J. Mathis	S. Rush
RW	L. Barrett	D. LeVan
SC	B. Swain	J. Kelley
SO	T. Fox	D. Friis
TD	A. Richardson	
WH	M. Dillon	
WT	M. Owen	M. Mescher

WCF BOARD MEMBERS

CFO	J. Campbell	NE	W. Magwood
CIO	R. Parks	NA	L. Brooks
EE	D. Garman	OA	G. Podonsky
EH	B. Cook	PI	V. Bailey
EI	G. Caruso	SC	R. Orbach
EM	J. Roberson	SO	G. Podonsky
FE	M. Smith	GC	L. Otis
RW	M. Chu	PMA	R. Porter
WT	M. Owen		

Summary of Current Month Bill - December, 2003
(WHOLE DOLLARS)

TABLE IA

BILLING CYCLE	MONTHLY	MONTHLY	ANNUAL		MONTHLY	MONTHLY	MONTHLY		MONTHLY	QUARTERLY	MONTHLY		MONTHLY
ORG CODE	SUPPLY	MAIL	MAIL DISTRIB.	TOTAL MAIL	DIGITAL	DEDICATED COPIERS	CENTRAL FACILITIES	TOTAL COPYING SERVICE	PRINTING & GRAPHICS	BLDG OCCUPANCY	BLDG ALTERATION	TOTAL BUILDING OCCUPANCY	DESKTOP SUPPORT
AB	76	205	131	336		201		201	1,176	31,197		31,197	
BCA	20	21		21		23		23		57,654		57,654	403
BPA		17	7	24		388		388	154	24,627		24,627	
CI	645	4	333	337		1,258		1,258	402	115,106		115,106	779
CN	4,318	848	171	1,019		3,129		3,129	3,651	212,697	518	213,214	241
DR	3	6	2	8		16		16	68	19,884		19,884	
EA	252	1	21	22		613		613	621	50,853	25,357	76,210	
ED	1,566	267	302	569		280		280	3,185	97,112		97,112	60
EE	17,533	2,103	13,708	15,811	9,323	4,503		13,826	13,073	926,327	1,305	927,633	-9,752
EH	3,652	1,765	525	2,290	4,417	4,075		8,492	15,888	867,276	35	867,311	1,360
EI	13,861	3,169	5,985	9,154		1,992		1,992	27,247	1,327,011	373	1,327,384	679
EM	12,929	826	335	1,161		10,530		10,530	2,756	979,834	1,050	980,884	2,025
FE	11,483	2,148	248	2,396		10,527		10,527	7,056	460,590	870	461,460	7,908
GC	4,682	255	156	411		1,543		1,543	1,380	524,094	18	524,112	1,503
HG	72	297	96	393		584		584	1,310	181,522		181,522	136
IG	2,053	920	79	999	2	141		143	3,897	259,449	245	259,694	5,108
IM	5,899	73	11	84		7,056		7,056	959	868,087	78	868,164	26,074
IN	2,365	230	100	330		1,470		1,470	753	404,349	22,293	426,641	
ME	22,382	5,023	11,108	16,131	2,592	22,576		25,168	28,479	2,533,418	665	2,534,083	33,924
NA	35,937	2,907	489	3,396		11,361		11,361	11,338	2,663,710	21,833	2,685,543	11,751
NE	3,685	270	105	375		901		901	1,926	339,472	180	339,652	1,359
NR	164	6		6				0				0	
OA	2,465	121	30	151		550		550	287	91,532		91,532	272
PA	777	735	178	913		10,249		10,249	8,928	94,164	150	94,314	1,605
PI	4,073	113	101	214		1,271		1,271	16,935	287,069		287,069	3,540
RW	1,592	329	126	455		3,525		3,525	979	225,422	1,796	227,219	1,392
S	1,651	118	953	1,071		6,392		6,392	7,345	141,400		141,400	1,965
SC	17,465	3,138	1,812	4,950		1,390		1,390	19,232	614,816	30	614,846	135
SO	13,694	2,378	468	2,846		10,847		10,847	5,093	975,356	403	975,759	15,236
TD	372	166	3	169		10,387		10,387	57	58,967	108	59,074	390
WAPA	43	2	2	4				0	11,123	26,226	50	26,276	
WT	298	8	221	229		83		83	235	66,280	35	66,315	156
FO	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	186,009	28,469	37,806	66,275	16,334	127,862	0	144,196	195,533	15,525,500	77,389	15,602,890	108,250

Summary of Current Month Bill -November, 2003
(WHOLE DOLLARS)

TABLE IB

BILLING CYCLE	MONTHLY	MONTHLY		MONTHLY	ANNUAL	MONTHLY		MONTHLY	ANNUAL	QUARTERLY	MONTHLY		ANNUAL	ANNUAL	
ORG CODE	PHONE USAGE	TELEPHONE INFRA.	TOTAL PHONE SERVICE	NETWORK	PURCHASE CARD SURVEILLANCE	CONTRACT CLOSEOUT	TOTAL CONTRACT	PAYROLL PROCESS	CHRIS	ONLINE LEARNING CENTER	TRAINING DELIVERY AND SERVICES	TOTAL CORPORATE TRAINING SERVICES	PMCDP	INDIRECT FUND ADMIN.	MONTHLY TOTAL
AB	41	608	649	411			0	709	810			0		0	35,566
BCA	34	215	249	95			0	426	486			0		0	59,376
BPA	129	859	988	1,252			0		0			0		0	27,433
CI	289	2,899	3,188	2,780			0	5,108	5,833			0		0	135,436
CN	409	6,514	6,922	1,327		320	320	4,682	5,347			0		0	244,171
DR	89	429	518	379			0	568	648			0		0	22,092
EA	367	3,257	3,624	2,748		240	240	1,844	2,106			0		0	88,281
ED	288	3,185	3,473	2,938		240	240	5,108	5,833			0		0	120,364
EE	5,904	28,883	34,787	50,489		7,200	7,200	74,769	85,394		300	300		0	1,231,063
EH	3,773	22,047	25,819	25,209			0	31,496	35,972		1,200	1,200		0	1,018,690
EI	15,139	30,529	45,668	379		6,840	6,840	52,636	60,116		600	600		0	1,546,556
EM	3,567	31,925	35,491	60,532		6,400	6,400	230,974	263,796		1,200	1,200		0	1,608,679
FE	3,217	15,247	18,463	34,626		4,960	4,960	129,674	148,102			0		0	836,656
GC	1,127	12,133	13,260	7,139			0	21,565	24,630			0		0	600,225
HG	118	1,861	1,979	1,358			0	3,547	4,051			0		0	194,953
IG	722	5,404	6,126	4,644			0	35,327	40,347		1,500	1,500		0	359,838
IM	2,042	22,691	24,733	23,850		2,240	2,240	15,181	17,338		2,400	2,400		0	993,979
IN	1,165	7,015	8,180	158			0	7,945	9,074		600	600		0	457,516
ME	8,498	79,346	87,844	76,961		2,560	2,560	93,212	106,458		900	900		0	3,028,104
NA	20,910	66,283	87,193	87,881		3,680	3,680	307,303	350,972		300	300		0	3,596,654
NE	1,935	10,343	12,278	14,258		5,680	5,680	65,688	75,023		2,100	2,100		0	522,926
NR	8,034		8,034				0	25,963	29,653		0	0		0	63,820
OA	616	4,688	5,304	3,822			0	7,803	8,912			0		0	121,099
PA	244	2,684	2,928	1,959			0	3,689	4,213			0		0	129,574
PI	1,290	7,910	9,200	7,424		640	640	14,471	16,528			0		0	361,365
RW	2,708	7,265	9,974	6,590		440	440	24,119	27,546			0		0	303,831
S	555	6,263	6,818	3,854			0	4,256	4,861			0		0	179,614
SC	6,271	26,520	32,791	35,861			0	148,977	171,273			0		0	1,046,920
SO	11,563	40,335	51,898	17,544		960	960	32,348	36,944		900	900		0	1,164,070
TD	208	1,038	1,246	1,011			0	2,128	2,431		2,400	2,400		0	79,665
WAPA	3,726	608	4,335	10,641			0	218,489	249,537			0		0	520,447
WT	194	1,324	1,518	5,213			0	2,979	3,403			0		0	80,429
FO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	105,172	450,310	555,482	493,332	0	42,400	42,400	1,572,984	1,797,639	0	14,400	14,400	0	0	20,779,390

Summary of Year-To-Date Billing Thru December, 2003
(WHOLE DOLLARS)

TABLE IIA

BILLING CYCLE	MONTHLY	MONTHLY	ANNUAL		MONTHLY	MONTHLY	MONTHLY		MONTHLY	QUARTERLY	MONTHLY		MONTHLY
ORG CODE	SUPPLY	MAIL POSTAGE	MAIL DISTRIB.	TOTAL MAIL	COPY DIGITAL	COPY DEDICTED	COPY CENTRAL	TOTAL COPYING	PRINTING & GRAPHICS	BUILDING OCCUPANCY	BLDG ALTERATION	TOTAL BUILDING OCCUPANCY	DESKTOP SUPPORT
AB	966	316	13,660	13,976		482	718	1,200	2,732	31,197		31,197	173
BCA	274	22		22		94		94	10	146,257		146,257	653
BPA	230	136	12,588	12,724		388	542	930	1,077	24,627	375	25,002	
CI	2,527	375	27,534	27,909		2,221	1,632	3,853	6,635	115,106	515	115,621	1,559
CN	10,831	2,429	14,474	16,903		5,181	1,074	6,255	7,466	212,697	1,223	213,919	399
DR	1,920	9	13,273	13,282		252	0	252	142	19,884		19,884	
EA	2,151	2	8,426	8,428		1,178	19	1,198	1,355	50,853	25,677	76,530	
ED	5,207	2,180	40,708	42,888		770	9,826	10,596	14,204	97,112	105	97,217	98
EE	58,418	11,572	54,391	65,963	23,437	9,895	13,622	46,954	38,422	926,327	15,370	941,698	9,130
EH	11,727	12,722	26,710	39,432	4,420	10,669	15,104	30,193	19,601	867,276	6,735	874,011	1,360
EI	47,657	8,198	118,493	126,691		2,963	15,096	18,059	76,836	1,327,011	3,278	1,330,289	717
EM	43,077	4,409	40,807	45,216		25,998	2,928	28,925	57,180	979,834	11,810	991,644	3,341
FE	29,819	4,909	27,279	32,188		15,988	8,907	24,895	43,993	460,590	1,580	462,170	24,371
GC	14,153	5,720	33,636	39,356		4,663	1,388	6,050	66,149	524,094	98	524,192	2,371
HG	474	737	13,555	14,292		1,166		1,166	27,910	92,919		92,919	136
IG	7,264	3,268	26,772	30,040	2	1,081	1,036	2,119	13,719	259,449	290	259,739	10,335
IM	23,005	1,006	53,102	54,108		7,820	2,778	10,598	3,107	868,087	1,058	869,144	61,373
IN	8,304	60,410	13,567	73,977		5,275	659	5,934	2,855	404,349	43,189	447,537	
ME	95,919	19,753	424,708	444,461	7,636	67,765	16,009	91,410	98,590	2,533,418	8,644	2,542,062	60,366
NA	122,086	115,960	81,071	197,031		31,231	20,336	51,567	43,568	2,663,710	30,723	2,694,433	31,146
NE	12,153	985	36,350	37,335		2,728	2,929	5,657	8,939	339,472	8,685	348,157	1,359
NR	164	42		42				0				0	
OA	9,017	1,157	13,357	14,514		1,472	256	1,728	1,055	91,532		91,532	272
PA	4,696	2,510	40,336	42,846		19,086	22,133	41,220	33,842	94,164	150	94,314	4,029
PI	10,794	257	53,372	53,629		4,021	13,368	17,389	23,213	287,069	30	287,099	4,020
RW	9,184	638	13,645	14,283		4,765	902	5,666	2,444	225,422	4,806	230,229	1,833
S	6,152	434	16,126	16,560		6,794	194	6,988	25,352	141,400		141,400	2,317
SC	50,325	14,539	31,971	46,510		4,162	17,392	21,554	46,400	614,816	240	615,056	793
SO	51,893	8,154	134,074	142,228		34,502	7,230	41,732	12,102	975,356	6,519	981,875	25,093
TD	4,149	179	13,276	13,455		10,512	77	10,589	120	58,967	148	59,114	623
WAPA	159	14	12,573	12,587			7	7	24,025	26,226	50	26,276	
WT	1,632	1,058	13,930	14,988		387	439	826	1,223	66,280	385	66,665	256
FO													
TOTAL	646,328	284,100	1,423,764	1,707,864	35,495	283,510	176,599	495,605	704,266	15,525,500	171,680	15,697,181	248,118

Note: 'FO= Field Operations Offices OLC and PCSurveillance billing only

Note: 'ME includes charges for WH (White House Task Force)

Summary of Year-To-Date Billing Thru November, 2003
(WHOLE DOLLARS)

TABLE IIB

BILLING CYCLE	MONTHLY	MONTHLY		MONTHLY	MONTHLY	MONTHLY		MONTHLY	ANNUAL	QUARTERLY	QUARTERLY		MONTHLY	ANNUAL	
ORG CODE	PHONE USAGE	PHONE INFRA.	TOTAL PHONE SERVICE	NETWORK	CONTRACT PCS	CONTRACT CLOSEOUT	TOTAL CONTRACT	PAYROLL PROCESS	CHRIS	CTS/OLC	CTS/TDS	TOTAL CTS	PMCDP	INDIRECT FUND ADMIN.	YEAR TO DATE
AB	-154	1,953	1,799	1,127			0	941	972	54		54		0	55,136
BCA	15	634	649	260			0	565	583			0		0	149,367
BPA	143	2,534	2,677	3,747			0		0	8,924		8,924		0	55,309
CI	403	9,406	9,809	7,571			0	6,774	7,000	164		164		0	189,422
CN	589	19,886	20,474	3,640		320	320	6,210	6,417	750		750		0	293,584
DR	89	429	518	379			0	753	778			0		0	37,908
EA	718	10,520	11,238	7,539		240	240	2,446	2,528			0		0	113,654
ED	339	10,769	11,108	8,059		2,880	2,880	6,774	7,000			0		0	206,031
EE	1,174	86,860	88,034	146,709		14,200	14,200	99,167	102,472	9,010	300	9,310	10,000	0	1,630,476
EH	3,109	64,827	67,936	68,987		5,280	5,280	41,774	43,167	9,490	1,300	10,790		0	1,214,258
EI	16,488	90,629	107,117	1,040		19,560	19,560	69,812	72,139	12,874	1,200	14,074		0	1,883,989
EM	4,736	97,569	102,305	174,539		17,120	17,120	306,344	316,556	47,337	1,200	48,537	720,250	0	2,855,034
FE	6,402	46,696	53,098	100,747		14,880	14,880	171,989	177,722	8,884		8,884	122,500	0	1,267,257
GC	2,722	36,286	39,008	19,585			0	28,602	29,556	534		534		0	769,555
HG	121	5,495	5,617	3,726			0	4,704	4,861	855		855		0	156,661
IG	1,212	16,141	17,353	12,739		240	240	46,855	48,417	26,141	1,500	27,641		0	476,460
IM	3,862	73,384	77,246	65,124		9,520	9,520	20,134	20,806	6,922	2,400	9,322	5,000	0	1,228,488
IN	54,721	21,262	75,983	433			0	10,538	10,889	1,155	600	1,755		0	638,205
ME	12,827	238,863	251,690	213,960		8,800	8,800	123,629	127,750	30,732	1,500	32,232	2,500	0	4,093,369
NA	64,957	200,851	265,808	246,364		21,120	21,120	407,581	421,167	18,463	500	18,963	563,750	0	5,084,582
NE	2,644	31,439	34,083	40,552		17,960	17,960	87,124	90,028	2,682	2,100	4,782	43,000	0	731,128
NR	7,925	0	7,925				0	34,435	35,583	1,660		1,660		0	79,809
OA	1,135	14,425	15,559	10,431			0	10,349	10,694			0		0	165,151
PA	826	8,676	9,502	5,373			0	4,892	5,056			0		0	245,769
PI	4,201	25,102	29,303	20,282		2,080	2,080	19,194	19,833	3,591		3,591		0	490,426
RW	8,311	21,402	29,713	18,199		440	440	31,989	33,056	22		22	111,750	0	488,807
S	769	19,410	20,179	10,517			0	5,645	5,833			0		0	240,944
SC	9,969	78,704	88,673	99,816			0	200,968	207,667	8,378	900	9,278	286,250	0	1,673,289
SO	9,108	123,821	132,929	48,922		6,160	6,160	42,903	44,333	24,129	2,500	26,629		0	1,556,801
TD	208	1,038	1,246	1,011			0	2,823	2,917			0	7,500	0	103,546
WAPA	4,340	1,795	6,135	31,914			0	289,785	299,444	17,409		17,409		0	707,741
WT	365	3,907	4,272	15,071			0	3,952	4,083	164		164		0	113,130
FO										28,269		28,269	2,500		30,769
TOTAL	224,273	1,364,713	1,588,985	1,388,363	0	140,800	140,800	2,089,651	2,159,306	268,590	16,000	284,590	1,875,000	0	29,026,056

PROJECTED CUSTOMER COSTS FY 2004
(\$ IN THOUSANDS)

						PHONE					PROCUREMENT MGT					CORP TRAINING SERV				
ORG CODE	SUPPLY	MAIL	COPYING SERVICE	PRINTING & GRAPHICS	BLDG OCCUP	PHONE SERVICE	CELL PHONES	OTHER COMM DEVICES	DESKTOP SUPPORT	NETWORK	CONTRACT CLOSEOUT	PURCHASE CARD SURV	PAYROLL & CHRIS	ONLINE LEARNING	TRAINING DELIVERY & SERVICES	PROJECT MANAGEMENT CAREER DEVELOPMENT PROGRAM	TOTAL ALL ACTIVITIES	ORG CODE		
AB	3	21	11	45	125	11	2	2	1	5	0	0	2	0	0	0	228	AB		
BCA	0	0	5	0	231	3	0	0	2	1	0	0	1	0	0	0	244	BCA		
BPA	2	13	5	25	99	11	0	0	0	15	0	0	0	27	0	0	198	BPA		
CI	15	42	26	13	460	38	25	13	16	34	0	0	14	0	2	0	698	CI		
CN	27	39	24	15	851	84	9	9	1	16	1	0	13	0	4	0	1,093	CN		
DR	23	13	3	1	80	0	0	0	1	0	0	0	2	0	0	0	123	DR		
EA	36	16	22	13	203	39	28	11	4	33	0	0	5	0	6	0	417	EA		
ED	22	59	71	75	388	42	9	17	4	36	16	0	14	0	1	0	753	ED		
EE	227	282	183	175	3,705	423	80	0	52	624	100	32	202	3	8	15	6,111	EE		
EH	74	58	64	58	3,469	297	13	8	42	305	45	0	85	19	7	0	4,545	EH		
EIA	178	326	179	425	5,308	519	6	6	4	5	63	0	142	20	11	0	7,191	EIA		
EM	157	57	148	73	3,919	440	52	39	31	729	48	121	623	81	25	936	7,478	EM		
FE	109	50	107	211	1,842	225	33	20	86	419	58	19	350	20	5	239	3,794	FE		
GC	52	51	36	107	2,096	164	5	6	8	88	1	0	58	2	4	0	2,678	GC		
HG	4	17	5	79	726	28	0	0	0	17	0	0	10	0	1	0	888	HG		
IG	34	46	25	63	1,038	87	12	3	6	57	3	0	95	27	3	0	1,500	IG		
IM	105	56	29	20	3,472	302	44	81	217	289	0	0	41	6	5	10	4,677	IM		
IN	29	81	36	16	1,617	93	10	154	1	2	28	0	21	5	1	0	2,093	IN		
ME	349	645	471	495	10,134	1,060	39	56	270	892	150	41	251	37	143	5	15,039	ME		
NA	356	226	292	194	10,655	1,015	127	477	199	1,058	126	154	829	45	25	733	16,511	NA		
NE	54	35	76	39	1,358	145	6	11	1	173	35	56	177	2	4	66	2,237	NE		
NR	0	0	4	0	0	96	0	0	0	0	0	0	70	0	1	0	171	NR		
OA	31	22	10	6	366	63	10	8	31	47	0	0	21	0	1	0	615	OA		
PA	13	50	276	179	377	37	11	9	31	24	0	0	10	0	1	0	1,018	PA		
PI	54	58	36	43	1,148	113	15	19	11	90	36	0	39	2	5	0	1,669	PI		
RW	37	18	34	26	902	128	27	29	11	79	12	0	65	0	3	114	1,483	RW		
S	22	30	9	104	566	77	36	19	4	47	0	0	11	0	0	0	926	S		
SC	193	108	128	247	2,459	368	1	18	12	433	13	37	430	15	10	367	4,838	SC		
SO	235	174	153	121	3,902	644	34	57	161	213	13	0	87	23	13	0	5,830	SO		
TD	40	13	2	1	236	9	2	1	1	0	0	0	6	0	0	10	321	TD		
WAPA (PML)	1	13	4	34	105	49	0	0	0	128	0	40	589	12	0	0	975	WAPA		
WT	3	22	6	4	265	16	2	2	3	61	6	0	8	1	0	0	398	WT		
FO	0	0			0	0		0	0	0	0	0	0	0	5	5	10	FO		
TOTAL	\$ 2,484	\$ 2,642	\$ 2,481	\$ 2,905	\$ 62,102	\$ 6,625	\$ 639	\$ 1,074	\$ 1,211	\$ 5,920	\$ 754	\$ 500	\$ 4,270	\$ 349	\$ 294	\$ 2,500	\$ 96,749	TOTAL		